

Bureau of Licensure and Certification

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>NVS5282PCA</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  <b>08/27/2008</b>
NAME OF PROVIDER OR SUPPLIER  <b>CARE 4 LIFE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>8687 W SAHARA AVE #190 LAS VEGAS, NV 89117</b>		
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P 000	<p><b>Initial Comments</b></p> <p>This findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state or local laws.</p> <p>This Statement of Deficiencies was generated as a result of the initial State Licensure survey conducted in your agency on August 27, 2008. This State Licensure survey was conducted by the authority of NRS 449.150, Powers of the Health Division.</p> <p>The following deficiencies were identified:</p> <p>Section 16. 1. A separate personnel file must be kept for each attendant of an agency and must include, without limitation:</p> <p>(c) Documentation that the attendant has had the tests or obtained the certificates required by NAC 441A.375</p> <p>Based on record review and interview on 8/27/08, the agency did not ensure that 2 of 15 attendants met the tuberculosis (TB) requirements as outlined in Nevada Administrative Code (NAC) 441A.375.</p> <p>Findings include:</p> <p>Employee #8 - Hire date was 11/30/06. The employee's file did not contain a copy of a physical examination or certification from a licensed physician that the person was in a state of good health, was free from active tuberculosis and any other disease in a contagious state.</p>	P 000		

If deficiencies are cited, an approved plan of correction must be returned within 10 days after receipt of this statement of deficiencies.

TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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P 000	<p>Continued From page 1</p> <p>Employee #9 - Hire date was 8/26/07. The employee's file did not contain a copy of a physical examination or certification from a licensed physician that the person was in a state of good health, was free from active tuberculosis and any other disease in a contagious state.</p> <p>The administrator was interviewed and stated that he interpreted the regulation to apply to personnel hired after 1/30/08, as the regulation states pre-hire and he did not require employees to have a physical examination if they were hired prior to 1/30/08 as this would be after, not prior to hire.</p> <p>Sec. 20. 1. When a person is accepted as a client by an agency, the agency shall:</p> <p>2. The written disclosure statement must include a description of and information concerning the personal care services offered by the agency, including, without limitation:</p> <p>(a) A statement which is easily understandable to the client indicating that it is not within the scope of the license of the agency to manage the medical and health conditions of clients should the conditions become unstable or unpredictable;</p> <p>(b) The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency;</p> <p>(e) The criteria, circumstances or conditions which may result in the termination of personal care services by the agency and the policy for notifying clients of such termination of personal care services;</p>	P 000			

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P 000	<p>Continued From page 2</p> <p>(f) Procedures for contacting the administrator of the agency or his designee during all hours in which personal care services are provided and the on-call policy of the agency; and</p> <p>Based on record review on 8/27/08, the agency did not include in the disclosure statement provided to 3 of 14 clients a statement indicating that it was not within the scope of the agency license to manage the medical and health conditions of the clients should those conditions become unstable or unpredictable, a statement describing the attendant's qualification and training requirements, a statement delineating the conditions which may result in termination of services and the policy for notifying the clients of termination of services, or a statement outlining the procedures for contacting the administrator and the on-call policy for the agency.</p> <p>Findings include:</p> <p>Fourteen client files were reviewed. The files for Client #4, #8, and #9 did not include in the disclosure statement statement indicating that it was not within the scope of the agency license to manage the medical and health conditions of the clients should those conditions become unstable or unpredictable, a statement describing the attendant's qualification and training requirements, a statement delineating the conditions which may result in termination of services and the policy for notifying the clients of termination of services, or a statement outlining the procedures for contacting the administrator and the on-call policy for the agency.</p>	P 000			

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P 000	<p>Continued From page 3</p> <p>Sec. 21. 1. The administrator of an agency shall ensure that a client is not prohibited from speaking to any person who advocates for the rights of the clients of the agency.</p> <p>4. The agency shall develop a written description of the rights of clients and provide a copy to each client or a representative of the client upon initiation of the service plan established for the client. A signed and dated copy of the receipt of this information by the client or a representative of the client must be maintained in the record of the client.</p> <p>(c) To receive the telephone number of the Bureau which may be contacted for complaints</p> <p>(d) To receive notification of any authority of the Health Division to examine the records of the client as related to the regulation and evaluation of the agency by the Health Division;</p> <p>(f) To receive information, upon request, concerning the policies and procedures of the agency, including, without limitation, the policies and procedures of the agency relating to charges, reimbursements and determinations concerning service plans.</p> <p>Based on record review on 8/27/08, the agency did not ensure that 3 of 14 clients received the telephone number of the Bureau to register a complaint or were informed that the Health Division may examine their records. The agency did not ensure that 3 of 14 clients were informed of their ability to make reasonable requests and to receive information regarding policies and procedures.</p> <p>Findings include:</p>	P 000		

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P 000	<p>Continued From page 4</p> <p>Fourteen client files were reviewed. The files for Client #4, #8, and #9 did not contain documentation that the clients received the telephone number of the Bureau to register a complaint or were informed that the Health Division may examine their records. The files also did not contain documentation that the clients were informed of their ability to make reasonable requests and to receive information regarding policies and procedures.</p> <p>Sec. 22. 3. The agency shall complete the following tasks before providing the personal care services outlined in the service plan established for the client and as often as necessary if the service plan is revised:</p> <p>(b) Review the service plan with the client, including, without limitation, the schedule for the provision of personal care services to the client, the procedure to follow if an attendant fails to provide personal care services in accordance with the service plan, the hiring and training policies of the agency, the responsibilities of the agency, the procedure for filing a grievance or complaint and any personal care services that an attendant is prohibited from providing pursuant to section 23 of this regulation;</p> <p>(c) Review the procedure to be followed if an attendant does not appear for a scheduled visit and the procedure to be followed if an additional visit from an attendant is required;</p> <p>Based on record review on 8/27/08, the agency did not ensure that 3 of 14 clients received a review of their service plan which included the hiring and training policies of the agency, the</p>	P 000			

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P 000	Continued From page 5  procedure for filing a grievance, a description of the services an attendant is prohibited from performing and the procedure for missed or additional visits.  Findings include:  Fourteen client files were reviewed. The files for Client #4, #8, and #9 did not contain documentation that the clients received a review of their service plan which included the hiring and training policies of the agency, the procedure for filing a grievance, a description of the services an attendant is prohibited from performing and the procedure for missed or additional visits.	P 000			

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